



Team Triage™ A Lean Healthcare Strategy

Power 2 Transform is proud to present **Team Triage™** a powerful training process researched and developed especially for healthcare providers. We have a proven record of helping healthcare centers improve performance with programs like **Team Triage™**. **Power 2 Transform** considers lean healthcare as a primary strategic imperative. Our goal is to help you implement this strategic initiative in a cost effective way that keeps the participants energized throughout the learning process.

Team Triage™ has one primary goal...to give you the skills and the tools you need to build patient-focused, high performance teams that implement cost-reduction methods while improving quality of care and patient satisfaction. In a *lean healthcare environment*, everyone takes *personal responsibility* for his or her own performance, is passionate about your mission, and uses personal initiative to continually improve processes and patient satisfaction.

The design of **Team Triage™** addresses the key reasons why most training programs do not achieve long-term results. Most courses are short term...anything from one to three days. This creates two problems. First, too much information delivered at once, and second, without follow-up support and on-the-job reinforcement, the effect of the training will wear off.

That is precisely why organizations believe that ***training does not work!***

If training is going to achieve high levels of retention and transfer into the workplace, two conditions must exist:

- Training delivery must ensure participants can apply what is learned...before they learn anything else.
- The environment at work must not only support the training, but also require that learning is applied and measured against pre-agreed training objectives and outcomes.

In other words, people need to absorb and apply what they learn and have the support of their manager and their organization in applying what they learn before learning anything new.

For additional information contact John Bentley at 256-612-0015 or email john@power2transform.com.

To become effective teams, healthcare managers and employees need to cultivate a diverse skill set, while capitalizing on their personal strengths. **Team Triage™** applies proven strategies based on the latest research.

Read on for a detailed description of **Team Triage™**.

TEAM TRIAGE™ FOCUSES ON:

- **Capitalizing on Team Talents.** Have you ever worked on a team where everyone is doing what they enjoy and making the very best use of their talents? A team where people just seem to “get” each other, projects make real progress and everyone is glad to be on the team? This program will help you create this kind of engaged, high-functioning team.
- **Lean Thinking.** Lean thinking begins with driving out waste so that all work adds value and serves the patient’s needs. Identifying value-added and non-value-added steps in every healthcare process is the beginning of the journey toward lean operations. When applied rigorously, lean thinking can have a positive impact on productivity, cost, quality, and timely delivery of services throughout your organization.
- **Kaizen.** Kaizen is a Japanese word, which means to take apart and make better by utilizing a standardized, team-based problem-solving process to reach measurable targets. The goal of a Kaizen is to eliminate activities in the process that drive cost skyward and do not add value. Employees will learn key tools and techniques of Kaizen as well as real application to enhance learning.
- **Value Stream Map (VSM).** VSM is all the actions (both value-added and non-value-added) currently required bringing a product (blood draw, patient discharge, patient meals, patient x-ray, etc.) through the main flows essential to successful delivery. The VSM is a diagnostic planning tool that identifies improvement opportunities. Use of Value Stream Maps empowers employees to identify value-added vs. non-value-added activities and eliminate waste in the process.
- **5S.** The 5S (Sort, Set in Order, Shine, Standardize, and Sustain) are translations from the Japanese terms referring to workplace organization. Workplace organization means a place for everything, and everything in its place. Employees learn the fundamental concepts of 5S for organizing work areas to maximize smooth and efficient flow of activities and reduce wasted time and effort.

KEEP PARTICIPANTS ENERGIZED WITH CONSISTENT SUPPORT AND FOLLOW-UP

- **The appropriate use of learning assessments.** We use learning assessment developed by Inscape Publishing Inc to provide leaders with feedback about different aspects of their behavior. Each new layer of *self-awareness* contributes to an ongoing increase in *emotional intelligence*.
- **Co-Active Learning - Application in the workplace is required.** After each session, there are specific application assignments the leaders complete with their teams. The focus of these assignments is on the leader and their employees...increasing their passion and commitment into *high performance teams* focused on mission accomplishment.
- **Follow-on coaching.** During the learning process, each leader is provided coaching via *unlimited email support* and a *monthly 30-minute individual phone call*, with a focus on supporting each leader in achieving their own personal development goals, as well as, with their application with their teams. We also provide a monthly group teleconference to share successes and discuss the insights learned from the outside reading assignments.
- **The Leader’s Journal.** After each session, leaders receive a journal that outlines their individual and team action steps and provides the opportunity for them to document progress made for debriefing in their phone coaching session and with their cohorts at the next session.

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